



DISTRICT OF COLUMBIA

F A C E S . N E T



CHILD AND FAMILY SERVICES AGENCY

February 2006

**“Over the last three years, CFSA has become a data driven organization, thanks to FACES. There is virtually no area of CFSA that doesn’t use FACES as an integral part of its operations – from budget planning and on-line policies, to the hotline, case notes and management reports. I’m so proud of FACES.”**

**Brenda Donald Walker**  
Deputy Mayor for Children, Youth, Families and Elders



# Benefits of Moving FACES to the Web?

- Same access - Workers from CFSA and Private Agencies will have the same access to FACES.NET;
- Increased Accessibility - All users will have access from anywhere there is Internet Service Provider access, i.e. Court, MPD, home etc;
- Moving workers closer to the community
- FACES.NET will be on the technology cusp of integrating with the District's Human Services Modernization Program (HSMP).



# Key Objectives

- Improve worker productivity;
- Improve child safety and service delivery to families;
- Preserve existing assets: reports, database, most underlying business rules (some functional enhancements);
- Enhance some screens to align the Agency's business process;
- Preserve existing status of one of the first ten states to receive Federal certification for a Statewide Automated Child Welfare Information System (SACWIS).

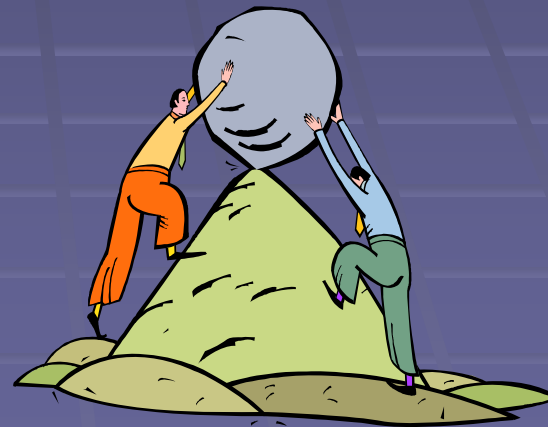
# Pros and Cons of FACES.NET

## Pros

- User Friendly
- Easily Accessible
- Provides Expansion
- Software Free
- Saves Time
- Maintains Current Data & Functionality

## Cons

- Speed Deficiencies
- Page Loading Delays



# Types of Changes reflected in FACES.NET



# Types of Enhancements

- **Major Changes**

- To be streamlined with Agency's business process;
- Requested by users and managers;
- Navigational changes.

- **Minimal Changes**

- Remain in compliance with SACWIS requirements;
- Collapsing of tabs or renaming fields;
- Little to no changes except look and feel.

# FACES.NET Enhancements

## Major

- Graphical User Interface (GUI)
- Common Framework
- Child Protection Services
- Providers
- Contracts

## Minor

- Case Management (Court, Case Plan, Contacts, Client)
- Quality Improvement (Admin Review, FTM)
- Eligibility (Revenue Maximization)
- Finance
- Interfaces (Court, DC Kids, R\*Stars)



# Graphical User Interface (GUI)

- Attractive screens;
- The ability to quickly switch between related screens;
- Vertical and horizontal scrolling enhanced;
- Integration with the District's HSMP;
- Compliance with the Americans with Disabilities Act.



# Common Framework

- Approvals - Ability to Approve, Deny and Send Back Requests;
- Alerts and Calendar;
  - Transfer Alerts with Assignments;
- Personnel/Organizational Structure;
- Global Person Search - Search of all persons (clients, providers, staff, etc) in the system.

# Security



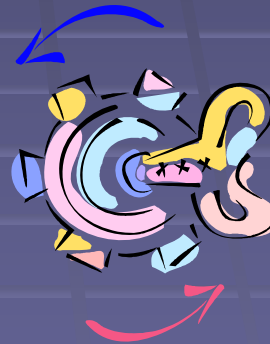
# FACES.NET Security

- SSL/VeriSign (same as your bank or Amazon.com function);
- Maintain role-based security;
- Some rules to live by:
  - Be aware of shoulder surfers;
  - Protect your password;
  - Do not save client and case data on disk;
  - ALWAYS remember to log out;
- Compliance with HIPAA & DC Government IT security;
- New Log In Process.



# Why is Security Important?

- It protects client and worker confidentiality;
- Prevents unauthorized access to client and case data;
- Tracks who has made changes to data.



# Parameters for Passwords

- Call Helpdesk if you forget your password;
- Passwords should be:
  - Easy to remember;
  - Difficult for others to guess;
  - Changed when appropriate;
  - Password should be 7 to 10 characters long and should be alphanumeric.



# Logging On...





### Portal Login

#### Welcome to your Portal.

Log in to your personalized Portal account.

If you have an existing account, enter your Username and Password. If necessary, select the appropriate Authentication Source. If you want to log in to the Portal automatically, check **Remember my Password**, and then click **Log In**.

Username:

Password:

Authentication Source:

☐ Remember my Password

Log In

## Welcome to HSMP



The Human Services Modernization Program (HSMP) was established to improve the management and delivery of human services to District residents. Through a number of related HSMP projects, we are building an enterprise-wide technical infrastructure to enable the sharing of client data across District health and social services agencies. We are also working with individual Agencies to upgrade or replace their supporting human services information systems to assure "state-of-the-art" levels of case management support and reporting capabilities.

## New Features

### SPIS - Safe Passages Information System

- Release 1.0 is available for certified caseworkers at CFSA, DYRS, and DMH.
- Caseworker training is underway.

### Preliminary Interview for Benefits

Interview for Benefits (Version 2.8) is online. New functionality includes:

- English/Spanish forms (DC Healthy Families, Healthcare Alliance, Combined, Medical Exam Form)
- Enhanced validation of applicant input
- Verification dialogs for Medicare, Disability status, Child Support with an Absent Parent
- Clarification of Supplemental Security Income, Social Security Retirement Income, and Social Security Disability Insurance

### HSMP and Helpful Links



#### [211 Answers, Please!](#)

Use the fast and easy search to find local and national social service programs.



#### [Preliminary Interview for Benefits](#)

Determine your potential eligibility through the Social Services Center's online tool.



#### [DC Guide](#)

Get driving directions, make a map or locate businesses and city services.



#### [DC News](#)

Read the mayor's press releases, advisories, speeches, and more.



# Technical Specification

- Machine Configuration (Minimum) Intel Pentium® 4 CPU 1.8 GHz or above, 512 MB RAM PC/Laptops
- Screen Resolution Display 1024 x 768 Pixels
- 108 Keyboard, Mouse
- High Speed Internet connection (e.g. Cable Modem, DSL etc)

# Software Requirements

- Microsoft Windows 2000/XP
- Microsoft Word 2003 or Word Viewer
- Acrobat Reader version 7.0
- Microsoft Explorer Version 6 Service Pack 1
- Antivirus software
- Microsoft Fax Viewer
- No Popup Blocker

# The New Look of FACES.NET

Examples include:

- Welcome screen;
- Client screen;
- Service Plan.





# DISTRICT OF COLUMBIA CHILD AND FAMILY SERVICES AGENCY

F A C E S . N E T

Referral **Case** Client Provider Admin

Case  Go

Case Case Summary Client Merge Collateral Contacts Visits Case Plan Service More

Organizer Focus History

## WorkLoad

- + My Assignments
- + My Units
- + My Workers
- + Other Program Areas


## My Calendar

January 2006						
S	M	T	W	T	F	S
25	26	27	28	29	30	31
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

## + My Tasks



# Client Screen

**DISTRICT OF COLUMBIA**  
CHILD AND FAMILY SERVICES AGENCY

FACES.NET

Referral | **Case** | Client | Provider | Admin

Case | Case Summary | Client | Merge | Collateral | Contacts | Visits | Case Plan | Service | More

Organizer | Focus | Utilities

My WorkLoad

My Inbox

My Unit Workers  
Other Units

My Calendar

July 2005						
S	M	T	W	T	F	S
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

My Tasks

**Client Information**

\*Denotes required Fields    †Denotes AFCARS Fields

☐ Duplicate Client

Client | Residence | Other

**Client Details**

Prefix

First\*\*

Middle

Last\*\*

Suffix

Maiden Name

Gender\*

Date Of Birth†

SSN

Medicaid#

In Household#

☐ Deceased

Date Of Death

Death Certificate#

Number of persons in household

**Dates of Involvement in Case**

Start Date\*

End Date

Reason For End Date

☐ Non-participating Member

☐ Head of the Household

Participating as a Child\*

Reason Description

**Citizenship/Religion**

Citizenship/Alienage\*

Alien Registration Number

Nationality

Religion

**Role In Intake / Language**

Role In Intake\*

Languages

☐ Need Interpreter

Select

Select

Save

Cancel

RAFI




# Service Plan Screen

## Treatment Plan Services - WHITLEY - WA Demo

\* Denotes required Fields    \*\* Denotes Half-Mandatory Fields    ‡ Denotes AFCARS Fields

### Plan Services

	Objective	Client	Service	Provider Name
	Maintains sobriety from drugs and/or alcohol	BARBARA WHITLEY	Substance Abuse Service	

### Objectives

Client

BARBARA WHITLEY

Objective

Maintains sobriety from drugs and/or alcohol

#### Type of Resource

☐ Placement Provider

☒ Service Provider

☐ Staff Name

☐ Collateral

☐ Collaborative

#### Provider

Name

Agency

Phone

Service

Substance Abuse Services/In-Patient

Select

#### Provider Task

Monitors client's use of drugs and/or alcohol

Specify

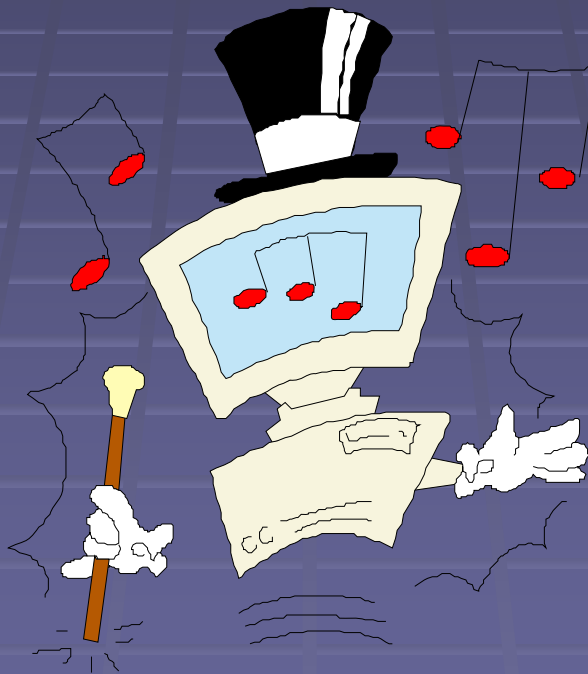
New

Save

Find

Cancel

# Features



# What is a Field?



## Information

Case Name

Family Case Type

Case Number

Family Worker





# Mandatory Fields

DISTRICT OF COLUMBIA  
CHILD AND FAMILY SERVICES AGENCY

FACES.NET

Referral Case Client Provider Admin

Case

Go

Organizer Focus Utilities

WorkLoad

My Units

My Workers

My Workload

Other Program Areas

My Calendar

November 2005

S	M	T	W	T	F	S
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

My Tasks

Case Search

\*Denotes required Fields #Denotes AFCARS Fields

Search Criteria

Case Name\* Case ID

CASE FOCUS

Type of Case Threshold(1%-100%)

79

Search Show Clear Cancel

- These fields are denoted by an asterisk (\*) and are **yellow** in color

# Picklist

Citizenship/Alienage\*

US Citizen

Eligible Alien

Illegal Alien

US Citizen


\*\*Alien legalized/210

\*\*Alien legalized/210A

\*\*Alien legalized/245A

\*\*Alien legalized/902

\*\*Ineligible Alien



# Address Box

Address

123 10th Street NE  
House  
Washington, District of Columbia 20017

Edit

Enter Address

Address

Address Det

Street#

Unit Type

City

Comments

OK Find Cancel

# Text Box

Current Location/Condition of Child and Parent. Perpetrator's access to child. Any other individual aware of the situation. When, where and who saw the child last?

**Zoom Box**

Character Limit:  Number of characters entered:

# Tabs

**DISTRICT OF COLUMBIA**  
CHILD AND FAMILY SERVICES AGENCY

FACES.NET

Referral Case Client **Provider** Admin

Case [v] [ ] Go

Organizer Focus Utilities

WorkLoad

My Workload

My Calendar

November 2005

S	M	T	W	T	F	S
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

My Tasks

**Resource Directory**

\* Denotes required Fields \*\* Denotes Half-Mandatory Fields ‡ Denotes AFCARS Fields

General Info Local Address Services Provided Preference Closure History Recruitment

Provider Type  
☒ CFSA ☐ Community

Provider Category  
[v] ☐ Agency ☐ Facility

Provider Number: [ ] Type of Home: [v] Type of Service: [v]

**Provider Name**

Agency/Facility \*\*  
[ ]

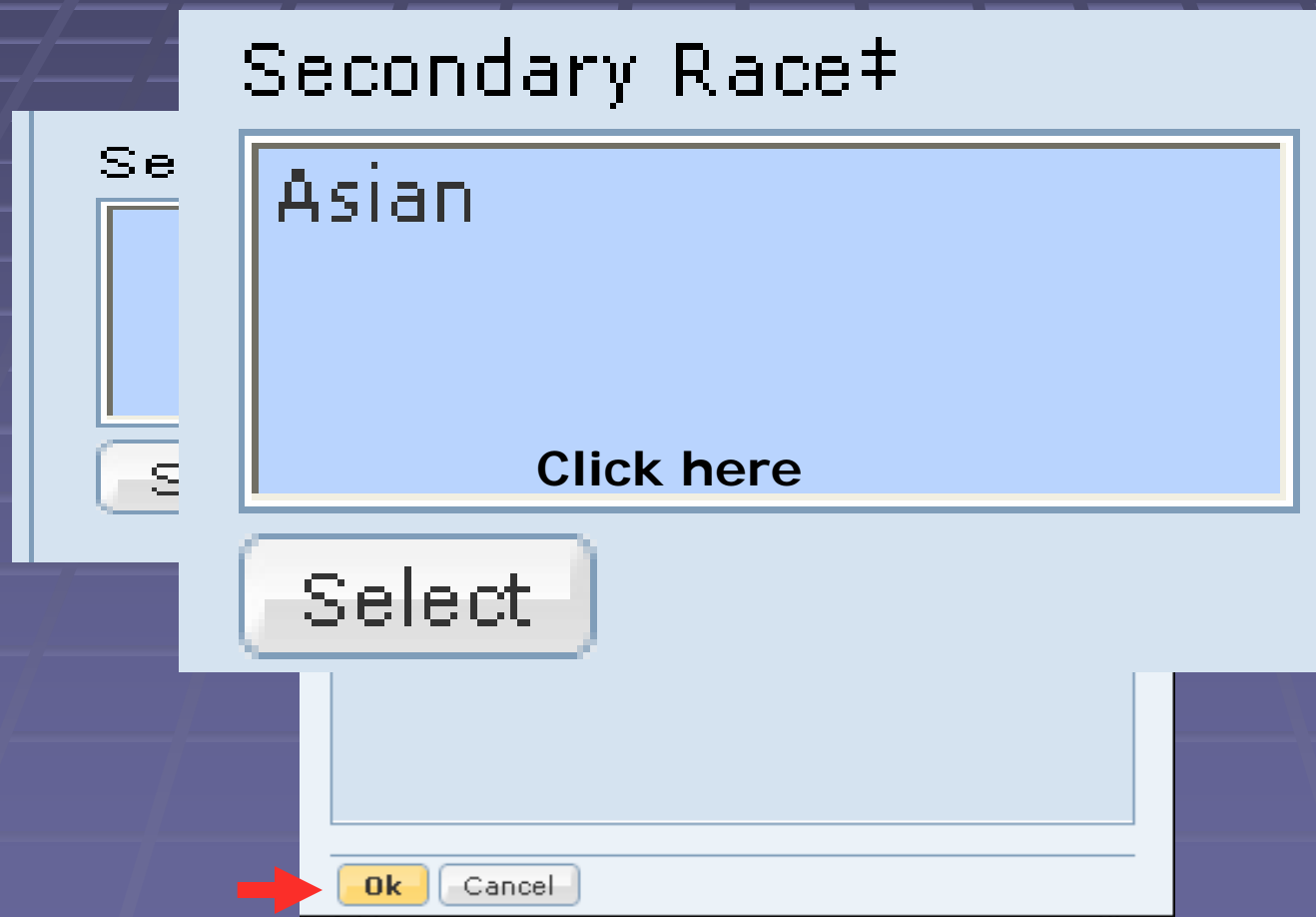
Prefix [ ] First [ ] Middle [ ] Last \*\* [ ] Suffix [ ]

Total Facility Capacity [ ] Provider School District [ ]

Save Approval History Cancel

FACES.NET

# Select Box



# Date Box

<	January			>	2006		>
S	M	T	W	T	F	S	
1	2	3	4	5	6	7	



Workshop Dates

Start Date

1/3/2006



End Date



# Quick Link

\*\*\* DISTRICT OF COLUMBIA  
CHILD AND FAMILY SERVICES AGENCY

FACES.NET

Referral

Organizer

WorkLog

My Work

My Calendar

Nov

S M

30 31

6 7

13 14

20 21

27 28 29

4 5 6

My Tasks

FACES.NET

Case

Go

Case

Referral

Client

Provider

Staff

WorkShopID

ContractID

Middle

Last \*\*

Suffix

Cancel



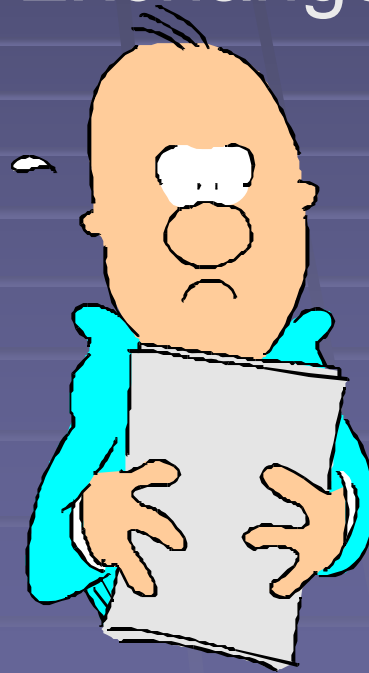
# Existing Interfaces

- **ACEDS** (Automated Client Eligibility Determination System)
- **SOAR** (System of Accounting and Reporting)
- **Family Court**
- **Children's National Medical Center (DC Kids)**



# Existing Reports

- On-line
- DDE – Dynamic Data Exchange
- Template
- Management

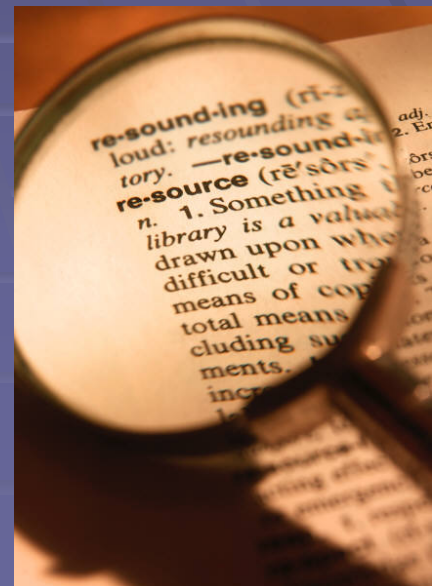


# Resources

- FACES.NET On-line User Manual
- CFSA On-line Policy Manual
- CFSA Help Desk

202.434.0009

Email: [cfsa.helpdesk@dc.gov](mailto:cfsa.helpdesk@dc.gov)



# Reporting Issues to the Help Desk



- The name of the screen;
- Exactly what happened;
- The exact wording of any error messages;
- A screen shot of the problem, if possible.



DISTRICT OF COLUMBIA

F A C E S . N E T



CHILD AND FAMILY SERVICES AGENCY

**WILL BE ROLLING IN  
SOON!**

# Question & Answer

